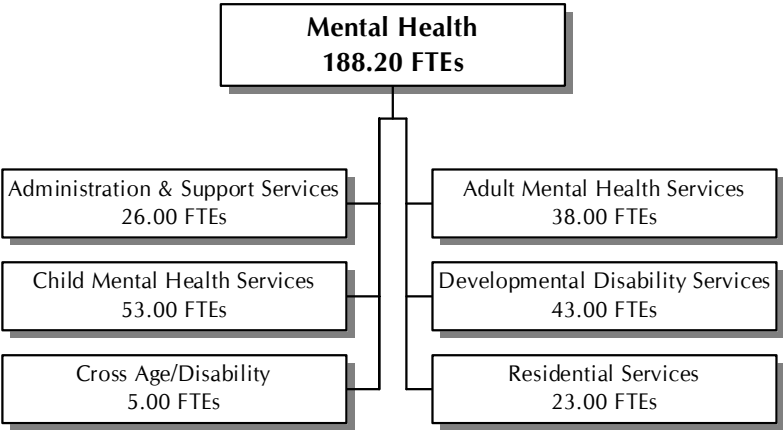


Catawba County Government



Mental Health

Summary

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
Taxes	\$44,056	\$45,000	\$45,000	\$45,000	0%
Federal	797,489	667,726	700,856	735,592	10%
State	5,215,872	5,462,971	5,230,687	5,229,509	-4%
Local	82,452	51,791	42,000	52,000	0%
Charges & Fees	7,006,650	6,733,774	6,812,343	6,788,074	1%
Miscellaneous	135,001	95,900	65,626	65,626	-32%
MH Fund Balance	(227,757)	329,183	574,092	566,574	72%
General Fund	1,248,165	1,142,330	1,169,205	1,167,929	2%
Total	\$14,301,928	\$14,614,657	\$14,639,809	\$14,650,304	0%
Expenses					
Personal Services	\$8,519,322	\$8,668,137	\$8,614,441	\$8,618,926	-1%
Supplies & Operations	5,720,556	5,851,520	6,025,368	6,031,378	3%
Capital	62,050	95,000	0	0	0%
Total	\$14,301,928	\$14,614,657	\$14,639,809	\$14,650,304	0%
Employees					
Permanent	191.00	197.70	187.20	188.20	-5%
Hourly	6.00	5.50	5.25	5.25	-5%
Total	197.00	203.20	192.45	193.45	-5%

Significant Changes:

Mental Health's Fiscal Year 2003/04 budget continues some of the cuts that were initiated in the last fiscal year as part of Mental Health Reform. This is a no-growth budget with increases occurring only for small adjustments in salaries and benefits.

General Administration and Area Administration cost centers are merged into a single cost center and overhead has been redistributed to direct care cost centers

The budget includes the reduction of 5.5 FTEs in response to anticipated budget cuts and in preparation for implementing legislation passed by the State in October 2001 marking the initiation of Mental Health Reform.

Mental Health Services of Catawba County has begun the development of a local business plan which details how reform efforts will be enacted in Catawba County. This plan will describe the change as our area program transitions from a provider of Mental Health services to the manager of public funds routed to community service providers. The new role of Mental Health will be as a Local Managing Entity.

As Mental Health's current service role is decreased their management role will focus on minimal disruption to clients and client care, the establishment of a qualified provider network, and oversight of services provided while continually assessing any service needs or gaps in services.

ADMINISTRATION AND SUPPORT SERVICES

Statement of Purpose

Mental Health Services of Catawba County (MHSCC) will be as responsive as possible, within the limits of its resources, to the respective disability needs of Catawba County citizens. The Mental Health Fund, Inc. promotes public awareness and support for services provided by MHSCC and other organizations focused on the issues of Mental Health, Development Disabilities, and Substance Abuse Services.. It will assist in improving the quality of life through creating greater opportunities for client choices.

Outcomes

Mental Health General Program

1. Respond to the expectations of the State's Mental Health Plan by satisfying the established deadlines for County decision on program model and submission of the Business Plan. Once the State establishes firm deadlines, then a strategic set of actions and time frames will be created. As part of that process, the Board of Commissioners and County Manager will be informed and engaged as appropriate.
2. Maintain Council on Accreditation (COA) by keeping all standard compliance current.
3. Assure compliance with the State's Performance contract by satisfying all requirements at least at the 90% level.

Personnel

4. Track the Agency's staff turnover rate and take steps to keep it at the 15% level maximum.

The Mental Health Fund, Inc.

5. Caring and Sharing will provide financial assistance for the unmet needs to over 40 individuals.
6. The Sponsorship program will provide 15 individuals with financial resources to purchase needed mental health services and medicines.
7. The Mental Health Fund will submit a minimum of 10 grant applications based upon the needs identified by Mental Health Services.
8. The Mental Health Fund and Board of Directors will make at least six presentations to the community.

Clinical Supervision

9. An ongoing training program will be established for clinical supervisors to develop and upgrade their supervision skills.
10. 90% of the staff will complete all mandatory training within the time frames specified in agency policy and procedure.
11. All 2000 COA standards for clinical supervision will be monitored to ensure compliance.

Quality Assurance and Quality Improvement

12. Ensure Mental Health Services of Catawba County's medical records system complies with the Division requirements.
13. Conduct periodic sample audits (goal of 10% of total active clients in a particular program) audits of medical records to assure a 100% compliance with the Division medical records requirements.
14. From the 10% active client Medical Records audit, the three most frequently occurring deficiencies will be identified and all staff will be trained to eliminate these identified deficiencies.

Administration & Support Services

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
State	\$630,336	\$696,172	\$578,700	\$578,700	-17%
Charges & Fees	1,164,441	790,998	926,758	926,758	17%
Miscellaneous	10,057	13,200	0	0	0%
MH Fund Balance	(364,526)	104,491	68,722	67,223	-36%
General Fund	363,109	458,586	212,800	210,096	-54%
Total	\$1,803,417	\$2,063,447	\$1,786,980	\$1,782,777	-14%
Expenses					
Personal Services	\$1,289,845	\$1,352,855	\$1,345,914	\$1,341,711	-1%
Supplies & Operations	458,022	640,592	441,066	441,066	-31%
Capital	55,550	70,000	0	0	0%
Total	\$1,803,417	\$2,063,447	\$1,786,980	\$1,782,777	-14%
Employees					
Permanent	0.00	28.50	26.00	26.00	-0.09
Hourly	0.00	1.25	0.00	0.00	0.00
Total	0.00	29.75	26.00	26.00	-13%

Significant Changes:

General Administration and Area Administration cost centers have been merged to align with the State definitions for administrative expenses and to comply with the allowable overhead set by the Division of Mental Health Services.

ADULT MENTAL HEALTH SERVICES

Statement of Purpose

To provide quality outpatient Mental Health Day Activities and Residential Services to the citizens of Catawba County as directed by the local Mental Health Authority.

Outcomes

Community Supports Program Case Management

1. Place two case managed clients living in adult care homes into a less restrictive residential placement.
2. Unit productivity will increase to 95%.
3. Community Supports Program (CSP) Case Management satisfaction survey will be developed and implemented.

Community Supports Outpatient Unit (CCU)

4. Unit productivity will increase to 95%.
5. Increase unit revenue by matching clients to staff that are credentialed to bill for service provided.
6. "No Show" rate will be decreased by 5%.
7. Client annual Global Assessment Functioning (GAF) scores will increase by 5%.

Assertive Community Treatment Team (ACTT)

8. Team will provide services to 40 Medicaid clients.
9. Team revenues will pay for cost of services.
10. Clients served by the team will experience a reduction in patterns of hospitalizations/institutionalizations/admissions to alcohol and drug treatment inpatient programs.

Psychosocial Rehabilitation (Connections Clubhouse)

11. Clubhouse average daily attendance will be 45.
12. Staff will solicit 10 prospective employers for the development of new Transitional Employment (TE) positions.

13. Obtain re-certification through International Center for Clubhouse Development (ICCD).

Adult Mental Health Services

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
Federal	\$157,303	\$112,606	\$112,606	\$112,606	0%
State	569,649	508,968	640,917	640,917	26%
Local	17,869	36,791	27,000	27,000	-27%
Charges & Fees	1,049,305	1,669,521	1,760,736	1,858,388	11%
Miscellaneous	269	0	0	0	0%
MH Fund Balance	(211,733)	84,309	38,000	38,000	-55%
General Fund	56,021	146,553	169,386	169,236	15%
Total	\$1,638,683	\$2,558,748	\$2,748,645	\$2,846,147	11%
Expenses					
Personal Services	\$1,198,265	\$1,866,358	\$1,858,105	\$1,955,607	5%
Supplies & Operations	\$433,918	\$667,390	\$890,540	\$890,540	33%
Capital	\$6,500	\$25,000	\$0	\$0	0%
Total	\$1,638,683	\$2,558,748	\$2,748,645	\$2,846,147	11%
Employees					
Permanent	29.00	35.00	38.00	38.00	9%
Hourly	0.25	0.00	1.00	1.00	0%
Total	29.25	35.00	39.00	39.00	11%

Significant Changes:

CHILD MENTAL HEALTH SERVICES

Statement of Purpose

To provide a high quality, cost-efficient, therapeutic outpatient behavioral health service to the citizens of Catawba County and to provide a school-based service for children in need of mental health support.

Outcomes

Child Mental Health Program

1. Direct care staff will achieve 90 % of the agency's established productivity standard.
2. The show rate will be increased by 10% for initial screenings over last year's rate (from July 1, 2003, to April 2004).
3. At least 90% of all screenings will be seen within the 24-hour/3-day/7-day expectation.

Comprehensive Treatment Services Program

4. Expectations and guidelines for the newly established Comprehensive Treatment Services Program will be met at 100% compliance.
5. The Local Community Collaborative will identify and establish one new initiative that demonstrates its commitment to collaboratively working with those high-risk youth within our community.

Family and Child Outpatient

6. Seventy (70%) of our clients will show an increase in their Global Assessment Functioning (GAF) score after the initial three months of treatment.

ACT

7. ACT will operate at 80% capacity by September 30th through the remainder of the year.

Family Preservation Services (Family Works)

8. Eighty percent (80%) of all cases will demonstrate an increase in their GAF score after the initial three months of treatment.

Child Mental Health Services

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
Taxes	\$0	\$45,000	\$45,000	\$45,000	0%
Federal	45,175	325,114	383,751	418,487	29%
State	915,420	1,566,736	1,614,769	1,613,591	3%
Local	41,676	15,000	15,000	25,000	67%
Charges & Fees	2,030,360	1,961,907	1,792,076	1,676,859	-15%
Miscellaneous	0	61,000	58,126	58,126	-5%
MH Fund Balance	(24,328)	(1,812)	0	0	0%
General Fund	579,872	346,589	343,734	345,312	0%
Total	\$3,588,175	\$4,319,534	\$4,252,456	\$4,182,375	-3%
Expenses					
Personal Services	\$2,051,008	\$2,667,509	\$2,585,548	\$2,509,457	-6%
Supplies & Operations	1,537,167	1,652,025	1,666,908	1,672,918	1%
Capital	0	0	0	0	0%
Total	\$3,588,175	\$4,319,534	\$4,252,456	\$4,182,375	-3%
Employees					
Permanent	45.90	52.70	52.20	53.20	1%
Hourly	3.60	3.25	3.25	3.25	0%
Total	49.50	55.95	55.45	56.45	1%

Significant Changes:

DEVELOPMENTAL DISABILITY SERVICES

Statement of Purpose

To provide activities and services that are designed to adhere to the principles of normalization and community integration aimed at increasing age-appropriate actions, images, and appearance of the individual.

Outcomes

1. Direct care staff will achieve 90 % of the agency's established productivity standard 100% of the time.
2. Each unit will maintain the capacity to provide case management/service coordination without having a waiting list 90% of the time.
3. CAP-MR/DD will maintain a local approval staff back-up system of at least two back-up approvers who will review at least 12 activities per year.
4. All Early Childhood Intervention Services (ECIS) families will receive a satisfaction survey one time per year. ECIS staff will maintain a 90% satisfaction rate as evidenced by satisfaction surveys.
5. Life Skills staff will provide monthly opportunities for each client to participate in leisure activities of their choice in the community.
6. Life Skills Coordinator will provide monthly opportunities for families/parents/guardians to voice their opinions and concerns of the quality of services being provided.
7. Developmental Disability case management families will receive a satisfaction survey one time per year.
8. Access to case management service will occur within 60 days of a referral.

Developmental Disability Services

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
Federal	\$204,518	\$169,338	\$204,499	\$204,499	21%
State	2,214,414	2,068,523	1,844,336	1,844,336	-11%
Charges & Fees	1,574,463	1,555,304	1,700,138	1,695,549	9%
Miscellaneous	11,951	12,000	0	0	0%
MH Fund Balance	56,159	171,758	302,782	300,113	75%
General Fund	85,564	114,565	276,266	276,266	141%
Total	\$4,147,069	\$4,091,488	\$4,328,021	\$4,320,763	6%
Expenses					
Personal Services	\$1,570,231	\$1,604,687	\$1,694,529	\$1,687,271	5%
Supplies & Operations	2,576,838	2,486,801	2,633,492	2,633,492	6%
Capital	0	0	0	0	0%
Total	\$4,147,069	\$4,091,488	\$4,328,021	\$4,320,763	6%
Employees					
Permanent	30.80	42.00	43.00	43.00	2%
Hourly	1.00	0.00	0.00	0.00	0%
Total	31.80	42.00	43.00	43.00	2%

Significant Changes:

Substance Abuse Services

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
Taxes	\$44,056	\$0	\$0	\$0	0%
Federal	373,201	5,188	0	0	0%
State	298,086	29,145	0	0	0%
Local	22,907	0	0	0	0%
Charges & Fees	318,388	12,525	0	0	0%
Miscellaneous	94,589	0	0	0	0%
MH Fund Balance	99,143	(102,756)	0	0	0%
General Fund	163,599	162,019	0	0	0%
Total	\$1,413,969	\$106,121	\$0	\$0	0%
Expenses					
Personal Services	\$1,096,025	\$83,590	\$0	\$0	0%
Supplies & Operations	317,944	22,531	0	0	0%
Capital	0	0	0	0	0%
Total	\$1,413,969	\$106,121	\$0	\$0	0%
Employees					
Permanent	28.50	10.50	0.00	0.00	0%
Hourly	1.25	1.00	0.00	0.00	0%
Total	29.75	11.50	0.00	0.00	0%

Significant Changes:

CROSS AGE / DISABILITY SERVICES

Statement of Purpose

To provide for the centralized intake of all service requests, including all telephone and walk-in requests, and properly refer/matriculate all new clients within the Mental Health/Developmental Disabilities/Substance Abuse Services system. This includes operation and supervision of 24 hour, seven day/week emergency services and consultation.

Outcomes

1. Access Unit staff will provide triage and disposition of 100% of the calls received daily.
2. Access Unit staff will provide disposition of all requests for referral to independently enrolled providers based on established protocol.

Cross Age/Disability

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
State	\$146,650	\$147,151	\$107,000	\$107,000	-27%
Charges & Fees	132,755	46,000	9,900	9,900	-78%
MH Fund Balance	172,479	90,476	65,857	64,384	-29%
General Fund	0	0	112,187	112,187	0%
Total	\$451,884	\$283,627	\$294,944	\$293,471	3%
Expenses					
Personal Services	\$406,485	\$265,277	\$278,870	\$277,397	5%
Supplies & Operations	45,399	18,350	16,074	16,074	-12%
Capital	0	0	0	0	0%
Total	\$451,884	\$283,627	\$294,944	\$293,471	3%
Employees					
Permanent	9.50	5.00	5.00	5.00	0%
Hourly	1.00	0.00	0.00	0.00	0%
Total	10.50	5.00	5.00	5.00	0%

Significant Changes:

SWAPP Grant

Organization: 537013

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
Federal	\$17,292	\$55,480	\$0	\$0	0%
Local	0	0	0	0	0%
MH Fund Balance	(6,561)	(55,480)	0	0	0%
Total	\$10,731	\$0	\$0	\$0	0%
Expenses					
Personal Services	\$5,498	\$0	\$0	\$0	0%
Supplies & Operations	5,233	0	0	0	0%
Capital	0	0	0	0	0%
Total	\$10,731	\$0	\$0	\$0	0%
Employees					
Permanent	1.00	0.00	0.00	0.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	1.00	0.00	0.00	0.00	0%

Significant Changes:

RESIDENTIAL SERVICES

Statement of Purpose

The goal of Residential Services is to minimize the handicapping condition(s) of those served and to maximize the individual's functioning within the community. The program will use goal-oriented, comprehensive, interdisciplinary, and coordinated services either within the facility or by linkages with other agencies and organizations to enhance the independence, self-sufficiency, productivity, and the least restrictive placement of all individuals receiving services.

Outcomes

1. One hundred percent (100%) of group home staff will be trained and privileged to provide Personal Care Services.
2. One hundred percent (100%) of the Newton Home staff will be trained and privileged to provide Community Alternative Program (CAP) services.
3. Ninety-five percent (95%) of the residents will be involved in house meetings facilitated by staff at each facility at least monthly.
4. One hundred percent (100%) of the Residential Services policies and procedures will be reviewed and updated as needed.
5. Residential Services satisfaction survey will be developed and implemented.

Residential Services

	2001/02 Actual	2002/03 Current	2003/04 Requested	2003/04 Approved	Percent Change
Revenue					
State	\$441,317	\$446,276	\$444,965	\$444,965	0%
Charges & Fees	736,938	697,519	622,735	620,620	-11%
Miscellaneous	18,135	9,700	7,500	7,500	-23%
MH Fund Balance	51,610	38,197	98,731	96,854	154%
General Fund	0	0	54,832	54,832	0%
Total	\$1,248,000	\$1,191,692	\$1,228,763	\$1,224,771	3%
Expenses					
Personal Services	\$901,965	\$827,861	\$851,475	\$847,483	2%
Supplies & Operations	346,035	363,831	377,288	377,288	4%
Capital	0	0	0	0	0%
Total	\$1,248,000	\$1,191,692	\$1,228,763	\$1,224,771	3%
Employees					
Permanent	25.00	24.00	23.00	23.00	-4%
Hourly	1.00	0.00	1.00	1.00	0%
Total	26.00	24.00	24.00	24.00	0%

Significant Changes:

This service area includes Management Services, apartments, Supervised Living, and five group homes.